Utah Certified Public Manager Program®
Student Reference
(Revised December 6, 2004)

Welcome to the Utah Certified Public Manager Program! This Student Reference is provided in order to familiarize you with program policies and practices that will help you have a pleasant quality experience in the program. Following are selected Utah CPM Program policies and practices that CPM students should be aware of. For convenience, items are listed alphabetically. Please visit www.cpm.utah.gov to view performance objectives, class schedules, and instructor information.

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Attendance

CPM courses are designed to include classroom interaction among students. Therefore, students are expected to attend all class sessions or make-up necessary work in order to verify achievement of performance outcomes. Make-up work or alternative arrangements to complete performance outcomes are made at the discretion of instructors. In some modules it may not be possible to make up work out of class. Students who are not able to complete performance outcomes due to absences will be given an "UA" (unsatisfactory due to absence) course module rating.
If a student is unable to demonstrate the performance outcomes for any module, they may repeat the module (see *Repeating Modules*)

Billing

Billing is sent directly to the agency after the second week of class. State agencies are billed through an inter-agency transfer (IAT). Non-State agencies and individual students whose agencies do not pay for the course, may pay by check. Payment by check is due prior to the first day of class. Any arrangement varying from this practice must be approved by the CPM Program Director.

Cancellations

Cancellations are made prior to the start of the first day of class. Registered students canceling 3 or more business days prior to the first class will be refunded 100% of the course fee. Cancellations made less than 3 business days before the first day of class will be refunded 50% of the course fee. Agencies may substitute another individual from their agency in place of a canceling student without additional fee (see *registration substitutions)*.
*Withdrawals are made after the start of the first class (see *Withdrawal)*

Class Sequence

Courses 1 and 2 may be completed in any order. Students must have completed all Course 1 and 2 modules, or be concurrently enrolled to repeat modules, before enrolling in Course 3.

Courses

Courses are defined as groups of modules completed within a given quarter. There are 3 courses in the Utah CPM Program. In order for a student to receive a course completion certificate, all modules must be satisfactorily completed.

Completion Requirements for Certified Public Manager® Designation

Students must satisfactorily complete the performance objectives for each module in CPM courses 1, 2 and 3 in order to qualify for the designation of Certified Public Manager® (CPM).
All requirements for Certified Public Manager certification must be completed within a five-year period that commences immediately upon enrollment in Course 1. Those who fail to complete all requirements within the five year period will lose credit for all previously completed work.

Disclosure of Project documentation

Upon completion, Course 3 projects become the property of the chartering agency. DHRM maintains a copy of the project documentation which is classified as "Protected" in the DHRM records classification and retention schedule. DHRM reserves the right to use project documentation for such purposes as accreditation, award selection, coursework examples, and other instances meriting administrative and educational benefit, as determined by CPM Program administrators. CPM instructors and students are not to disclose documentation to individuals or organizations requesting copies of the documentation. General requests should be referred to the chartering agency.

Enrollment Qualifications

The State of Utah Certified Public Manager Program is designed for supervisors, managers and prospective managers in State, Federal and local governments. Enrollment is open to any individual who desires to attend. Supervisor approval is required for individuals attending classes during employer-paid working hours.

Equal Opportunity & Reasonable Accommodation

The CPM program does not discriminate against otherwise qualified individuals on the basis of race, color, religion, national origin, sex, age, disability or veteran's status in its admission, facility and program accessibility or services.
The student's agency is responsible for determining eligibility for an accommodation under the Americans with Disabilities Act (ADA) and for providing the needed reasonable accommodation and accompanying expense. The agency ADA coordinator shall coordinate the provision of accommodation with the DHRM CPM Program Coordinator at least fifteen (15) days before the start of the CPM Course.

Students who remain registered for a course after the start of the second class session will receive an evaluative rating.
A "Satisfactory" rating in all course modules is required for a course completion certificate. Satisfactory completion of all courses is required to qualify for the "Certified Public Manager" designation. (s*ee **Rating Scale** on following page*)

Student Evaluation Rating Scale:

	Withdrawal (W)	Unsatisfactory due to excessive absense (UA)	Unsatisfactory (U)	Satisfactory (S) (≥ 75% equivalency)
Written Work & Documentation	Student withdrew from course after the start of first class. *See CPM Policies & Procedures.*	Student did not attend an adequate number of classes to complete the course. *See CPM Policies & Procedures.*	Student did not complete required written assignments and documentation or did not adequately fulfill requirements of the assignments.	Written work was clear, well-organized and well-writtten. Student demonstrated performance outcomes and a clear understanding of course concepts.
Practical Application			Student did not complete required course content or projects or did not adequately apply concepts in practice.	Student gave evidence of successfully applying the key course concepts. Student demonstrated competence relative to course performance outcomes.

Evaluation of Students

Evaluations are administered to all students in the CPM program to evaluate student's understanding and/or application of course content and in accordance with requirements of the National Certified Public Manager Consortium Bylaws. An evaluation is defined as a substantive evaluation (oral or written examination, assessment evaluation, etc.) measuring a student's proficiency in knowledge and/or performance relative to the course module performance outcomes. Evaluations are measured by criteria established by instructors that verify whether a student has demonstrated proficiency in course module performance outcomes. A record of each student's module evaluation will be retained in the student's training record. Unethical behavior by a student relative to the exam will invalidate the exam.

Projects

A completed project is required for all students receiving the Certified Public Manager designation. Course 3 students are responsible for securing an adequate project to complete. The CPM program may, at times, offer projects to students, but is not responsible for assuring that a project is provided to the student.
Projects are designed to demonstrate transfer of knowledge and techniques to the student's workplace. A project must meet the standards defined in the document entitled *Course 3 Practicum Project Standards*. Project documentation must be submitted no later than two weeks after the final class day. Failure to complete projects on time will require repeating the course.
CPM instructors will evaluate projects based on the quality and completeness of the work and their conformity to project guidelines. Specific evaluation criteria and evaluation forms will be defined by instructors.
All projects are considered confidential. However, chartering agents must understand that project documentation and the presentation will be provided to the current Course 3 class, instructor, and CPM program administrators. A copy of documentation will be retained by DHRM. Course 3 project documentation is designated "protected" on the DHRM records retention and classification schedule. This means that CPM instructors and students are not at liberty to distribute project documentation without DHRM permission. DHRM reserves the right to disclose documentation for administrative and educational purposes (see *disclosure of project documentation)*. Open distribution of project documentation may be determined by the agency which charters the project. All requests from parties requesting project documentation should be directed to the project's chartering agency.

Registration Substitutions

Agencies may substitute another individual from their agency in place of the canceling student without additional fee. The full amount of the course fee will be applied toward the substituting student. (see *Cancellation. Cancellation is required prior to the start of the first class*)
The substituting student is required to submit a completed registration form.

Repeating Modules

Students who do not satisfy the performance outcomes of a course module may repeat the module to complete the outcomes. Students must repeat the entire module, but not the entire course. Students enrolled in courses during Spring Quarter 2005 or later will be required to pay an additional fee for repeating classes. The fee is as follows: 1 day module = $65; 2 day module = $130; 3 day module = $195
Students desiring to repeat a module may contact the CPM registration coordinator to obtain a "Module Repeat Authorization". Authorizations are subject to class availability. The CPM program maintains student records and progress for course completion.

Right to Privacy

No information gathered by the CPM program on a student will be released without the student's written permission.

Study Time

In compliance with the Federal Fair Labor Standards Act, students attending courses during paid work hours are to be permitted and expected to use paid work hours to complete reading assignments, projects, examinations and other out of class coursework required by the course.

Taping & Recording Policy

Students must obtain written permission from instructors before making any video or audio taping of all or part of any CPM course module.

Withdrawal

Withdrawals are made after the start of the first class. Students will be refunded 50% for withdrawals made prior to the start of the second class. Students withdrawing after the start of the second class will not be refunded.